

## Terms & Conditions and Frequently Asked Questions for PayNow

**An instantaneous way for you to transfer funds to someone, using their mobile number, UEN or NRIC/FIN!**

### GENERAL

#### **1. What is PayNow?**

PayNow is an electronic fund transfer service that allows you to transfer SGD funds<sup>1</sup> instantly to a payee, using the payee's designated mobile number, NRIC/FIN or UEN number instead of his/her bank account number. A payee can receive funds via PayNow as long as he/she has a Singapore bank account with one of the PayNow participating banks<sup>2</sup>, and has registered his mobile number, UEN, or NRIC/FIN as a PayNow Proxy with the participating bank.

<sup>1</sup>You can transfer SGD funds via PayNow up to your maximum daily local transfer limit. You can check and amend this limit via digibank..

<sup>2</sup>PayNow is only available for participating banks in Singapore. See question 5 for the list of participating banks.

#### **2. How do I register for PayNow?**

You can register for PayNow via digibank / iWealth. During registration, you will be asked to (1) select the DBS/POSB account that you want to link to your selected PayNow Proxy (mobile number and/or NRIC/FIN number), and (2) set a PayNow Nickname for your registration.

You can also register for PayNow via SMS Banking using your mobile number or NRIC/FIN proxy. You will be required to send an SMS to ^77767 in this following format to register:

**PayNow<space>register<space>"NRIC" or "mobile"<space>last 4 digit of your preferred bank account\*<space>your preferred nickname**

**NRIC/FIN registration e.g.** Paynow register nric 1234 Adeline

**Mobile Number registration e.g.** Paynow register mobile 1234 Belinda

^ Before registering, please ensure your mobile number has been updated with the bank. To register your mobile number with us, you can login to [DBS digibank](#) or visit any DBS Branch. If you do not have an iBanking account, register [here](#).

\* Your preferred account is the primary current/savings personal account that will be used to receive funds for PayNow through your NRIC or mobile number.

Please note that you will need to register for PayNow first, before you can receive funds into your DBS/POSB bank account via PayNow.

#### **3. How does a PayNow fund transfer work?**

Receiving money:

- Inform sender of your designated PayNow Proxy (NRIC/FIN or mobile number) and PayNow Nickname
- Inform sender to send funds to your designated Proxy, using the PayNow option on his/her bank's internet banking or mobile banking platform

#### Sending money:

- Login to DBS digibank or iWealth
- Under 'Transfer', select "To Mobile Number or NRIC"
- Select "Start a Transfer"
- Enter the Proxy type (NRIC/FIN or mobile number) and Proxy details
- Enter the transaction amount, Account paying from and other details
- Verify details, and submit

#### Scan and Pay via PayNow QR

- Select Scan and Pay from the login page of your DBS iWealth, digibank App or DBS Paylah!
- Scan the QR Code
- Enter the transaction amount, Account paying from and other details
- Verify details, and submit

#### **4. What is a lookup?**

When a sender wishes to transfer funds to you via PayNow, he/she will enter your PayNow Proxy and perform a lookup. Doing so will display your PayNow Nickname, which in turn will allow the sender to verify that he/she is indeed transferring funds to the right person.

Please note that the Bank may limit the number of times a user can perform a lookup within a time period. In addition, the Bank may, at its discretion, suspend or withdraw the PayNow service from any user found abusing the lookup feature.

#### **5. Which are the PayNow participating banks in Singapore?**

- DBS Bank/POSB
- Citibank
- HSBC
- Maybank
- OCBC Bank
- Standard Chartered Bank
- United Overseas Bank
- Bank of China
- ICBC

#### **6. Is PayNow operated by a third party service provider? Will my data be shared with this third party service provider?**

At present, PayNow is being operated by a third-party service provider appointed by the industry-wide scheme owner for PayNow.

In order to facilitate seamless lookups of PayNow proxies across participating banks, all PayNow related data will be stored in a central database operated by the third-party service provider. Adequate measures have been implemented to ensure the integrity, security and confidentiality of this data.

## **PROXY**

### **7. What is a PayNow Proxy and what Proxies can I use?**

A PayNow Proxy is a personal identifier that you can link to your bank account.

Existing customers with DBS or POSB current/savings accounts can link the following proxies to their bank account:

- a. NRIC or FIN number;
- b. A mobile number (local or foreign) that you have registered with DBS/POSB.

Please note that you can only register your bank-registered NRIC/FIN number and mobile number as PayNow Proxies, so please be sure to update your details with us.

### **8. Can I link both my proxies to the same bank account?**

Yes, you may link both Proxies (NRIC/FIN and mobile number) to the same bank account.

### **9. Can I link my Proxy to more than one bank account?**

No, one Proxy can be linked to only one bank account.

### **10. Can I link the same Proxy with another bank?**

No. If you have already linked your Proxy to a DBS/POSB bank account and wish to register the same Proxy with another bank, you will need to first de-register the Proxy from your DBS/POSB account (using the "Delete" option) via digibank / iWealth before you can register it with another bank.

### **11. Can I link one Proxy (such as my mobile number) to one bank account and another Proxy (such as my NRIC/FIN) to another bank account?**

Yes, you can link one Proxy (such as your mobile number) to one bank account and a different Proxy (such as your NRIC/FIN) to another bank account. The two accounts can be from 2 different participating banks.

### **12. I am a foreigner. How do I register my FIN as a PayNow proxy?**

If you have already updated your FIN number with DBS/POSB, you can register your FIN as a PayNow Proxy via DBS iBanking, digibank App or iWealth.

If you are unable to see an option to register your FIN for PayNow, it might be because you have not updated your FIN with DBS. Please visit your nearest DBS/POSB branch to do so.

### **13. I recently became a Singapore Permanent Resident (PR), and would like to register my NRIC as a PayNow Proxy. What will happen to my FIN Proxy?**

Once you receive your blue NRIC, please proceed to the nearest DBS/POSB branch to update your NRIC in the bank's records. During the update process, your FIN Proxy will be de-registered from PayNow and your NRIC will become eligible for registration.

You can subsequently register your NRIC as a PayNow Proxy, via DBS iBanking, iWealth or your digibank App.

#### **14. I recently changed my mobile number, and would like to update my PayNow mobile number Proxy. What should I do?**

If you have recently changed your mobile number, you should first update your new mobile number with the bank. You can do so via DBS iBanking, or by visiting a DBS/POSB branch.

Once you have updated your mobile number with the bank, your old mobile number will automatically be de-registered from PayNow. An SMS notification will be sent to the old mobile number, to confirm the de-registration.

You can then register your new mobile number as a PayNow Proxy via digibank / iWealth.

#### **15. I am trying to register my mobile number for PayNow, but my iBanking/iWealth/digibank app shows that the number has already been registered with another bank. What should I do?**

This might be because you have already registered that mobile number as a PayNow Proxy with another bank, in which case you will first need to de-register your Proxy from the other bank. Please note that you cannot register the same mobile number as a PayNow Proxy with 2 different banks.

However, if you have never registered your mobile number as a PayNow Proxy with another bank, such a scenario might arise if you are using a recycled mobile number that used to belong to someone else. You can call our hotline or visit your nearest DBS/POSB branch to report this issue, and our bank officers will assist you accordingly. Please note that such issues may take up to 9 working days to be resolved.

#### **16. What if someone else attempts to register my mobile number as a PayNow Proxy?**

Please note that only bank-registered mobile numbers can be registered as PayNow Proxies i.e. you will not be able to type in any mobile number you want to register. Your PayNow Proxy mobile number will be extracted from the bank's internal database, based on the mobile number registered with the bank. It is therefore important that you provide us with your updated contact particulars, including your email address, so that we can reach you to resolve any matters related to PayNow.

As an additional control, when a mobile number is being registered as a PayNow Proxy, an SMS-OTP will be sent to that mobile number to verify that the registrant is indeed the rightful owner of the mobile number.

### **NICKNAME**

#### **17. What is a PayNow nickname? How should I choose my nickname?**

When you link a PayNow Proxy to your bank account, you will be asked to enter a PayNow nickname as well. You are encouraged to choose a nickname that can help others identify who you are. This is because when a

sender wishes to transfer money to you via PayNow, he/she will enter your PayNow Proxy and perform a lookup. The lookup will return your Nickname, and will allow the sender to verify that he/she is indeed transferring money to the right person.

To protect your privacy, please do not use a personal identifier which can be found in your NRIC / Passport as your nickname.

### **18. Can I change the PayNow Nickname associated with my PayNow Proxy?**

Yes, you may change your PayNow Nickname using the “Edit” option on the DBS iBanking, iWealth or your digibank App.

## **BANK ACCOUNT**

### **19. What types of bank accounts can I link my PayNow Proxies to? Are joint accounts included?**

All single, joint-alternate and joint-all DBS/POSB Current and Savings accounts are eligible to be linked to PayNow Proxies. However, please note that joint-all accounts can only receive funds and cannot be used to send funds.

### **20. For a joint account, can all joint account holders link their Proxies to the joint account?**

Yes, each joint account holder can choose to link his/her own PayNow Proxies to the same joint account.

### **21. What will happen if I close the bank account linked to my PayNow Proxies?**

Once you close your bank account, all PayNow proxies linked to that account will automatically be de-registered, and you will be notified accordingly via SMS.

### **22. Can I change the account linked to my PayNow Proxy?**

Yes, you may change the bank account linked to your PayNow proxies using the “Edit” option on the DBS iBanking, iWealth or your digibank App.

## **TRANSFERS**

### **23. Is there a transfer limit for PayNow?**

The maximum limit for PayNow transfers is the same as of your daily local transfer limit. You can manage this limit online via DBS iBanking.

PayNow transfers up to a cumulative daily limit of S\$1,000 can be performed without requiring your iBanking token.

For PayNow transfers above S\$1,000, you will need to perform transaction signing (using your iBanking token) to add the recipient as a payee.

The transfer limit for a PayNow QR is the same as a normal PayNow transfer.

### **24. How can I ensure that the person I am transferring funds to is the correct person?**

Prior to performing a PayNow transfer, you should check whether the PayNow Proxy you are sending funds to belongs to your intended payee.

During the PayNow transfer process, once you enter the PayNow Proxy that you wish to pay, a lookup will be performed and the PayNow Nickname associated with the Proxy will be displayed. You should check whether the displayed Nickname belongs to the person to whom you are transferring funds.

## **25. What if I accidentally transfer funds to the wrong PayNow Proxy (e.g. wrong mobile number)?**

You should call our DBS/POSB hotline immediately to report the erroneous transfer and to follow our usual procedures for such mistaken transfers. In addition, you should lodge a police report, and be responsive to police investigations.

The bank will try its best to recover the funds on your behalf. However, do note that the bank does not guarantee successful recovery of such funds and you are encouraged to be prudent to check the Nickname and Proxy details before submitting the transfer.

## **26. What if I receive an unexpected payment from an unknown source via PayNow?**

You should call our DBS/POSB hotline immediately to report the erroneous transfer and we will take the necessary steps to reverse such transaction.

Please note that if we are informed by the sender of the funds (or an authorised representative) that a transfer was made to you erroneously, the Bank has the right to and may reverse such transaction pursuant to our Standard Terms and Conditions Governing Accounts without further reference to you. If you wish to dispute the error alleged by the sender, you may approach the sender of the funds directly.

We wish to highlight that it is a criminal offence to hold or use funds that do not belong to you.

## **27. How will PayNow transfers appear on my bank statement? How will PayNow transfers appear on my payee's bank statement?**

PayNow transactions appearing on your bank statement will include the term "PayNow Transfer" together with the name of your payee. These transactions will NOT include details of your payee's bank or bank account number. Do note, however, that PayNow transfers between two DBS accounts will be formatted differently in your bank statement, as compared to PayNow transfers between a DBS and a non-DBS account.

PayNow transactions on your payee's bank statement will NOT include your bank details (i.e. bank name and account number). The specific transaction format will be determined by your payee's bank.

### **PayNow QR**

## **28. What is PayNow QR?**

Paynow QR is an easier way for consumers to pay corporates and other consumers. By using the Scan and Pay function in digibank Mobile / iWealth / PayLah!, consumers can scan a PayNow QR to initiate a PayNow transfer to the mobile number/UEN of the recipient consumer/corporate respectively.

### **29. What is My QR and Generate QR?**

My QR is the QR Code created for your PayNow Mobile proxy. It is available to you once you register your mobile number with PayNow via DBS/POSB digibank/iWealth. You can share this QR code to receive funds easily via your PayNow registered mobile number.

Generate QR is a PayNow QR which you can generate for various specified purposes. You can specify the amount, description and the expiry date for each generated QR, before sharing the QR code.

### **30. How do I generate a PayNow QR?**

My QR is automatically generated once you register your mobile number with DBS/POSB via PayNow. Select Scan and Pay from the login screen of your DBS/POSB digibank/iWealth App, and select “My QR” to access your My QR

To Generate a PayNow QR and edit the amount, description and expiry date, Select Scan and Pay from the login screen of your DBS/POSB digibank/iWealth App, and select “Generate QR”. Fill in the details to create your specified PayNow QR.

### **31. How do I Scan and Pay to a PayNow QR?**

You can select Scan and Pay from the home screen of your DBS/POSB digibank/iWealth App.

### **32. If I delete a Generate QR, or if the QR expires can my payer still Scan and Pay to that PayNow QR?**

No, the Scan and Pay will fail and an error message will be displayed.

### **33. Can I Scan and Pay any QR Code?**

Only NETS QR, Paylah! QR and PayNow QR codes can be scanned using the Scan and Pay function on digibank Mobile / iWealth / PayLah!.

## **OTHERS**

### **34. Are there any fees associated with using PayNow?**

There are no fees associated with using PayNow, as of July 2017.

### **35. Are there any Terms and Conditions I need to agree to in order to use the PayNow service?**

By registering for PayNow, you agree to the [Terms and Conditions Governing Accounts](#), [Terms and Conditions Governing Electronic Services](#), [Terms and Conditions governing DBS PayNow for Corporates](#) and the specific terms and conditions set out in the abovementioned FAQs.